

Return on Investment (ROI) Program Funding Application

Contact Information:

Date: 7/17/06
Agency Name: Iowa Homeland Security and Emergency Management
Project Name: Microsoft SharePoint External Connector License
Agency Manager: Dave Miller, HLSEM Administrator
Agency Manager Phone Number / E-Mail: 281-3231 / david.miller@iowa.gov
Executive Sponsor (Agency Director or Designee): Dave Miller, HLSEM Administrator

Amount of Funding Requested: \$80,000

Section I: Project Description:

HLSEM would like to expand the State's current investment in the Microsoft SharePoint software to include an external connector license.

At the state and local government levels, HLSEM coordinates and ensures required compliance through review of homeland security and emergency management related plans. Requirements of this review include the exchange between HLSEM, state agencies, and local jurisdictions of guidance, templates, entire plans or components thereof, implementation procedures and other types of information. This includes the sharing of information defined as confidential by Iowa Code.

With a project collaboration (web portal) site, HLSEM can create a single secured location to share and manage project team information such as calendars, tasks, documents, and lists. HLSEM can also accurately manage document reviews and ownership status as well as allowing project teams to participate in alerts, discussion boards, surveys, and announcements relating to the overall HLSEM Strategy.

Statewide use of a Web Portal software application will aid HLSEM's efforts to ensure state/local compliance in emergency management preparedness by:

Assisting with the review and updating of State/Local Emergency Operation Plans:

- Provision of guidance and templates;
- Allowing automated notification e-mails to state/local officials when significant information is posted or changed;
- State agencies and counties would be able to download their responsibilities in emergency operating plans (EOP's) from the portal for review and comment;
- Providing a Time-effective and convenient method for state agencies and counties to upload EOP's and related SOPs for HLSEM review and comment;
- Allowing HLSEM to perform activity audits to ensure state and local agencies are accessing and updating the required documents.

Enhancing coordination and provision of technical assistance to local entities:

- Provide messaging or discussion areas for users to ask questions and share best practices;
- Provision of guidance and templates;
- POC e-mail notification with significant information regarding technical assistance;
- Provision of resource links and documents, enhancing state and local compliance efforts.

In more general terms, the collaboration software provides the following productivity and process enhancements:

- Integrates information from various systems into one secure solution through single sign-on and enterprise application integration capabilities.
- Integrating dozens of intranets, extranets, and Web-enabled applications in one portal lowering deployment costs, simplifies maintenance and ensuring users can find pertinent information being created across the enterprise.
- It provides flexible deployment and management tools, and facilitates end-to-end collaboration through data aggregation, organization, and searching.
- Enables users to quickly find relevant information through customization and personalization of portal content and layout as well as through audience targeting.
- Audience targeting aims information and updates to individuals based on their organizational role, team membership, interest, security group, or any other membership criteria that can be defined using notifications or Web Parts.
- Access to information. Empowering a broad range of people to use applications and find documents on their own lowers support and training costs, improving employee productivity and customer service.
- Another major benefit of Share Point portal deployment is consolidation of many Web sites and services in a single managed environment.

Section II: Expected Results

HLSEM works closely with County Emergency Management officials in all 99 of Iowa's Counties and also coordinates closely with local law enforcement and fire departments. This would affect hundreds of local governmental organizations across the state. Through establishing a single portal for these agencies to efficiently share data with our agency, the overall safety of all Iowans will be enhanced. This applies to many facets of our work, including: Critical Infrastructure Protection; Continuity of Operations and Government; updating and maintaining Emergency Operations Plans; conducting exercises and training.

Describe how project assists agency in meeting any mandates, compliance with technology standards or health, safety or security requirements

Compliance with exercise, planning and training guidelines is a state-defined legal requirement for county emergency management agencies. In addition, all recipients of

Federal Department of Homeland Security grants are required to meet certain compliancy benchmarks. The most noticeable of these is the requirement that all agencies receiving DHS funding be compliant with the goals of the National Incident Management System (NIMS) by September 30, 2006.

Describe how processes within your agency will be affected by the completion of the project. What changes will occur in organization structure, systems, or processes.

HLSEM would greatly improve its internal coordination by utilizing the SharePoint software. Due to the needed flexibility of emergency management practices and the additional Homeland Security responsibilities, the division has a very broad mission. One of the key challenges is the coordination with the numerous local agencies that are involved in emergency management. The use of a web portal will enable HLSEM staff to spend more time on working with locals and less time actually 'moving' critical information to the local agencies.

Section III: Financial Analysis

Table One is included below. Costs are based upon the \$30,000 SharePoint Portal Server 2003 External Connector License. An annual cost of \$50,000 is for technical support and license maintenance.

Table One: Estimated Project Cost

	FY08	FY09	FY10	FY11	FY12
Development and Implementation Costs	\$30,000	\$0	\$0	\$0	\$0
Recurring Costs	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Costs	\$80,000	\$50,000	\$50,000	\$50,000	\$50,000

Table three lists the state agency (HLSEM) Benefits and the cost benefits to the county emergency management agencies. The HLSEM benefit is calculated on the fact that the 12 person HLSEM preparedness bureau (oversight of county planning, exercises and training) would save approximately 4 hours in each pay period by utilizing SharePoint. At an average of \$22.84 hours, this would be an annual benefit of approximately \$28,500 to HLSEM. For this application, the 'For Other State Agencies' row is actually the savings to each county emergency management coordinator if they used SharePoint. This is an average cost savings of \$1000/year...through realizing time saved on correspondence, grant submittals, postage, less travel, etc....

Table Three: Projected Reduction in Expense

	FY08	FY09	FY10	FY11	FY12
For Requesting Agency	\$28,500	\$28,500	\$28,500	\$28,500	\$28,500
For Other State Agencies	\$99,000	\$99,000	\$99,000	\$99,000	\$99,000
TOTAL Cost Reductions	\$127,500	\$127,500	\$127,500	\$127,500	\$127,500

Other Benefits

Since 2001, Emergency Management at the County level has seen a shift in how coordinators spend their time. With the increased amounts of grant funding, it takes much more time for coordinators to meet the grant reporting requirements. In addition, maintaining grant compliance through exercises, planning and training. This increase in

time has meant that many of the county coordinators have had less time to spend educating the community and the general public on emergency management issues. Since 2005, more emphasis has been placed on community planning and by utilizing SharePoint, the county emergency management coordinators will be able to more efficiently track their compliance, thus allowing them more time to be out of the office and working with their local communities.

Table Four: Calculated Estimated Return on Investment

	FY08	FY09	FY10	FY11	FY12
Total projected cost	\$80,000	\$50,000	\$50,000	\$50,000	\$50,000
Total projected cost reductions	\$127,500	\$127,500	\$127,500	\$127,500	\$127,500
Projected ROI	\$47,500	\$77,500	\$77,500	\$77,500	\$77,500

Section IV: Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

This will primarily be measured through the county emergency management program. The most noticeable measure will be the level of compliance with exercises, planning and training achieved by each of the 99 counties.

2. Citizen impact

The people of Iowa would benefit the most through the increased ability of county coordinators to focus more on community planning issues and less on grant-related administrative work. By simplifying a county coordinator's ability to coordinate and communicate efficiently with fellow coordinators and the state HLSEM Division, citizens will benefit directly through the amount of time coordinators will be able to spend out of the office. This will also enhance the ability of coordinators to collaborate with their peers and to share best practices.

3. Cost Savings

As detailed in Table Three, the cost savings will come mainly in the time saved by HLSEM and the county coordinators in efforts to maintain compliancy with exercises, planning and training. County coordinators will also realize cost savings through spending less on postage and travel.

4. Project reengineering

Since this would be a new application, there wouldn't be much reengineering required.

5. Source of funds (Budget %)

It is projected that 75% of the funds would come from the state general fund and 25% would be supplied by HLSEM.

6. Tangible/Intangible benefits

Enclosure One, Financial Analysis Spreadsheet to Return on Investment (ROI)
Program Funding Application

Agency Name:

Application Name:

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Recurring Costs	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Costs	\$80,000	\$50,000	\$50,000	\$50,000	\$50,000

Table Two: Percentage of Costs From

General Fund	75%
Federal or other funding	25%
Pooled Technology Fund	

Table Three: Projected Reduction in Expense

For Requesting Agency	\$28,500	\$28,500	\$28,500	\$28,500	\$28,500
For Other State Agencies	\$99,000	\$99,000	\$99,000	\$99,000	\$99,000
TOTAL Cost Reductions	\$127,500	\$127,500	\$127,500	\$127,500	\$127,500

Table Four: Calculated Estimated Return on Investment

Total projected cost from table one	\$80,000	\$50,000	\$50,000	\$50,000	\$50,000
Total projected cost reductions from table three	\$127,500	\$127,500	\$127,500	\$127,500	\$127,500
Projected Net Benefit to the State of Iowa	\$47,500	\$77,500	\$77,500	\$77,500	\$77,500